Notice of References Cited Application/Control No. 09/556,439 Examiner Marc D. Thompson Applicant(s)/Patent Under Reexamination AMICK, JOHN KENNETH Page 1 of 1

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	Α	US-5,459,780	10-1995	Sand, Paul R.	379/265.04
	В	US-5,905,776	05-1999	Shaffer, Shmuel	379/142.13
	С	US-6,026,149	02-2000	Fuller et al.	379/88.21
	D	US-6,647,111	11-2003	Bjornberg et al.	379/220.01
	Е	US-			
	F	US-			
	G	US-			
	Н	US-			
	1	US-			
	J	US-			
	К	US-			
	L	US-			
	М	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	0					
	Р					
	Q					
	R					
	s					
	Т					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Anisimov, N.; "An Approach to Design CTI Applications Using Petri nets: An Example of a Call Center", IEEE Conference on Systems, Man, and Cybernetics, 1998; pp. 238-243; October 1998
	V	
	w	
	х	

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).) Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.